



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 886.3

Job Title: **CUSTOMER SERVICE REPRESENTATIVE II**

Pay Grade: 15

GENERAL SUMMARY:

Uses effective problem-solving techniques to provide general information and customer assistance for quality service. May function in a lead capacity or serve as a shift leader of Customer Service Representatives.

RESPONSIBILITIES:

- Assists walk-in customers with various inquiries (i.e., billings, complaints, pay agreements and delinquent accounts).
- Researches and reviews accounts, gathers information and requests field investigations.
- Uses effective questioning techniques to verify/confirm customers' concerns.
- Prepares documentation to make adjustments.
- Maintains and monitors various records and reports.
- May educate public on water conservation methods.
- May provide information to customers who require financial assistance.
- May collect and balance daily revenue from sale of permits, receipts or license fees.
- May create project numbers for remodeling and new construction of commercial and residential buildings.
- May contact other utility companies to release services on completed projects.

SPECIFICATIONS:

KNOWLEDGE:

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

EXPERIENCE:

Two years of administrative or customer service related experience are required.

COMPLEXITY:

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

SPECIFICATIONS: (continued)

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

SUPERVISION EXERCISED:

Direct Supervision:

May function in a lead capacity or serve as a shift leader of Customer Service Representatives.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical and technical staffs. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

WORK ENVIRONMENT:

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

- Customer Service Representative I
- Customer Service Representative II
- Customer Service Representative III
- Customer Service Supervisor
- Customer Service Section Chief
- Assistant Customer Service Manager
- Customer Service Manager

Effective: October 1990
Revised: December 1994